



# The Examiner

Naval Hospital Twentynine Palms

*"Serving with Pride and Professionalism"*

Volume 6, No. 6

An Award Winning Publication

June 1998

## Happy 100th! Hospital Corps

*Special June events scheduled in commemoration for the Centennial celebration are:*

**June 12** -- Ridge Run from 6:30 to 6:40 a.m. behind the base stables. Two course... 5 mile and 1.5 mile run.

**June 17** -- On the day of the actual birthday... Cake cutting ceremony on the Quarterdeck and a Mural, painted by local artist and Hospital Corpsman First Class Dabu, unveiling ceremony.

**June 27** -- Golf Tournament at Double Tree Hotel and Resort golf course in Palm Springs followed by a ball at the resort in the evening.

During the past few months several hospital staff members have doubled up their work load to include fund raising activities which included Centennial Cafe, Valentines Day candy sales and delivery, Pizza sales and delivery, bi-monthly car washes, bake sales, lumpia sales, Hollywood rent-a-crowds for television taping audiences, civilian clothes days, races and golf tournaments.

Staff members were able to enjoy a delicious cup of gourmet coffee in the mornings while at the same time supporting the 100th birthday of the Hospital Corps! Centennial Cafe, staffed with a myriad of staff volunteers, was opened Monday through Friday, 7 to 9 a.m., in the lobby area outside the ships store. The cafe served gourmet coffee, espresso, latte, and cappuccino. Also a variety of baked goods, again prepared by volunteers, mostly by the XO, in home ovens was offered for sale with the coffee.

Another popular fund-raiser was Pizza and Valentines Day candy sales and delivery. Staff members were able to order their favorite personal pan pizza for lunch and have it delivered to them. Valentines Day

candy sales and delivery allowed staff members the opportunity to purchase a special valentine treat and have it delivered to their children at school.

Staff members also had the opportunity to keep their cars squeaky clean with a valet car wash service every other week. For the hungry there was always a booth set up selling baked goods, lumpia, root beer and cola floats, etc. To get out of the desert for a day and see a favorite show being taped such as Damon Wayans. Hospital staff members were given the opportunity to be part of a "rent-a-crowd" at a real Hollywood television show taping, for this the hospital was paid \$10 per head... and staff had loads of fun. Of course there was the standard civilian clothes days where staff members could purchase a chit giving them permission to wear their favorite duds (in reason of course).

Finally as part of the celebration and to further raise funds to pay for the party, the ever popular 5 mile and 1.5 mile Ridge Run will be held and for the hospital duffers a Palm Springs Golf Tournament on the day of the ball at the Double Tree Hotel Resort

golf course. In addition, t-shirts, coins, and cookbooks are being sold as souvenirs for this once-in-a-life-time event.

All of this was done to keep the prices of the tickets affordable for the Hospital Corps Ball at the Double Tree Resort Hotel in Palm Springs. Ticket prices are: \$25 for E1-E3, \$30 for E4-E6, \$35 for E7-O3, \$40 for O4 and up. Tickets will be available until June 20. Price includes a six course meal with main course of either Steak, Chicken or Pasta Primavera.

The Double Tree Hotel is offering special rates of \$62 per night for the nights of June 26, 27 and 28. Reservations are available by calling 322-7000 until June 10.

A special thanks go to all the key volunteers responsible for putting on such a great event. Those key volunteers are:  
HMC (SW) Holmes -- Base Chair  
HM3 Glasscock -- NHTP coordinator  
HM1 Gumataotao -- FMF coordinator  
HM1 Carver -- Cookbook Chair  
HM1 Acosta -- Coffeeshop Chair & treasurer  
HN L. Richardson -- Co-Coffeeshop Chair  
HN McClain -- Car Wash Coordinator

*See BIRTHDAY on page 8*

*Success Story*

*See page 2*

*Navy Traditions and Customs*

*See page 3*

*Hospital Corps History*

*See page 4*

*From the Desk of the XO...*

## Another Success Story

I think your most impressive success of the past month was the disaster response of April 24. As most of you know, a truck that was carrying a group of Marines in the field and towing a piece of armament, was involved in an accident that caused it to overturn. The Marines in the bed of the truck were tossed out onto the pavement when the truck was overturned.

The Emergency Medicine Department received the call that there were multiple injured Marines inbound. No one ever wants to get this call, and even worse, it was after 1600 on a Friday afternoon. But, as members of the staff were notified, everyone sprang immediately to action. Personnel came from all parts of the hospital to help set up the Emergency Triage Area in the parking lot, gear lockers were made ready, treatment areas were set up and all the elements of the disaster plan began to take form. Before the first patients arrived by helicopter, the triage area, the Emergency Medicine Department and all the designated support areas were set up and ready.

Helicopters and ambulances came and went. Each patient was assessed on arrival

by a casualty receiving team made up of a physician, nurses and Hospital Corpsmen. Everyone was trained and ready to evaluate the Marines and provide them with the great care they have come to expect. Each Marine was treated quickly, calmly, and comprehensively. As initial evaluation was completed, they progressed to radiology and other parts of the hospital for further testing. Lab work was completed, charts were initiated, and patient administration logs were maintained.

Watching all of you, I felt I was observing a beautifully choreographed dance. Everyone was moving, but there was a purpose to all of it and there was no confusion. It was teamwork in action and beautifully demonstrated how planning and training pays off. Your pride and professionalism were obvious, and each of the senior Marine officers who came over to evaluate the situation commented on how impressive you all were as you worked.

Lots of you arrived home late that Friday night, but I hope you felt proud of yourselves and confident in your ability to respond when necessary. You proved how



*Captain Joan M. Huber, NC, USN*

good you are to the leadership on base and you provided great comfort to the Marines who were injured in the accident. You demonstrated what a really great team you are. What a success! (See photo essay on pages 6 & 7).

The **EXAMINER** Newsletter is an authorized publication of the U.S. Naval Hospital, Twentynine Palms, CA 92278-8250. The views expressed in this publication are not necessarily those of the Department of the Navy.

**Commanding Officer**

CAPT. R. S. KAYLER, MSC, USN

**Executive Officer**

CAPT. J. M. HUBER, NC, USN

**Public Affairs Officer/Editor**

DAN BARBER

**Staff Writers**

HM3 DONNA TENNEY, USN

HM3 CHRISTINA HUNT, USN

The **EXAMINER** welcomes your comments and suggestions concerning the newsletter. Deadline for submission of articles is the 15th of each month for the following month's issue. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk. The Public Affairs E-Mail address is: [tnp1dmb@tnp10.med.navy.mil](mailto:tnp1dmb@tnp10.med.navy.mil). The Public Affairs Office telephone number is: DSN 957-2362, Comm (760) 830-2362, Fax: (760) 830-2385.

The **EXAMINER** is printed, under contract, on 100 percent recycled paper by Monument Printing, 57382 Twentynine Palms Hwy., Yucca Valley, CA 92284. Tel: (760) 365-5655, FAX: (760) 365-4936.

The **EXAMINER** editor would like to thank all those who participated in this edition.

## Naval Hospital Twentynine Palms is on the right track with TRICARE training

Naval Hospital Twentynine Palms' Health Benefits Advisor's (HBA) recently returned from the TRICARE Region Nine Conference held in San Diego, where the focus was placed on educating the hospital staff on the importance of staying the course with TRICARE.

"Educating the staff (on TRICARE) has become our goal, and maintaining our enrollees within the hospital's primary care manager (PCM) is paramount," declared Eric Von Poppen, HBA.

The Office Of the Lead Agent (OLA) has directed that all medical treatment facilities within Region Nine begin an aggressive education plan for their medical staff, focusing on three principles. The first, is **access to care**. "Providing our customers with timely appointments and ease of scheduling is vital to patient satisfaction and maintains our good reputation with the benefi-

ciary and the community," says Von Poppen. Second is providing the customer with **the best quality of care possible**. From their first encounter with the hospital staff to the final discharge planning, we need to go the extra step to meet the patients needs and expectations. Lastly, **outstanding customer service**, where the patient is placed first and foremost is vital to a lasting and long term hospital and patient relationship.

Naval Hospital Twentynine Palms is once again leading the rest of the region in these efforts. Our HBA staff has been providing the medical staff, administrators, nurses and hospital corpsmen with this training since March of 1998. These briefings have focused on why we need to keep the patient within our PCM and the finan-

*See TRICARE on page 8*

## *Excerpts from Our History...*

# Navy Traditions and Customs

By Commander James A. Norton, MSC, USN  
Director for Administration

In this, our sixth in a series of articles on Navy traditions and customs, I thought I would share some trivia on the long time tradition of "Drawing a Dead Horse." Since we just completed a dining-out, I thought I would also share some information about wardroom customs. It may be amusing to our junior staff and may educate some of our officers for the next dining-in or dining-out. I hope you enjoy the comments about each and pass it on to others.

### *Drawing a Dead Horse*

Often, to many sailors' regret, under certain conditions, one must draw an advance in pay. A colorful ceremony was once connected with the time when the crew "stopped working for nothing." Particularly in the Merchant Marines, seamen were permitted to draw some money in advance; in the British Merchant Service, it was approximately a month's advance when the sailor shipped. After five weeks or so at sea, or subsequent to whatever time the debt was worked off, the men made a horse out of canvas which was stuffed with old cordage and waste material, or out of a cask with oakum tail and mane, and then permission was requested to light the "horse" and hoist it out to the end of the boom. This was done amid cheers, because it marked the time that the crew started to accumulate wages "on the books." The advanced pay was usually spent in riotous living at the last port; definite shore plans could now be made for the port ahead. When burning the "Dead Horse," the crew used to sing in chorus:

*Now, old horse your time has come  
And we say so, for we know so!  
Altho' many a race you've won,  
Oh! Poor old man,  
You're going now to say good-bye  
And we say so, for we know so!  
Poor old horse, you're going to die.*

### *Wardroom Customs and Etiquette*

Wardroom country is each officer's sea-going home, a home in which he/she should

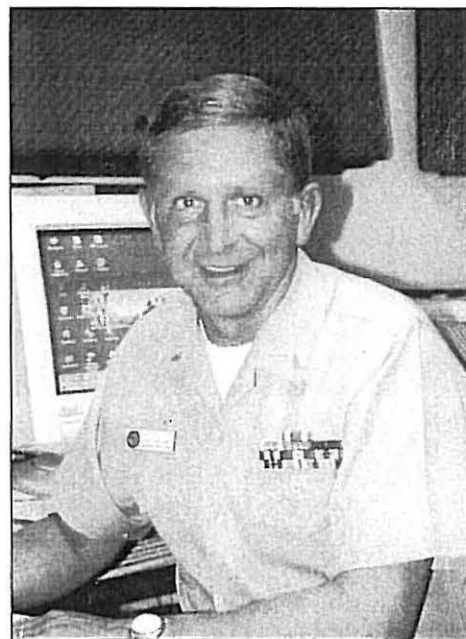
be proud to entertain his relatives and friends. It is also his/her club where they may gather with their fellow officers for moments of relaxation, such as a discussion of the daily problems; a movie; radio; musical or TV program; or just a game of Acey Deucey over a cup of coffee. Whatever the event, it is a place where members should conduct themselves within the ordinary rules of propriety, common sense, and good manners, in addition to observing the rules of etiquette founded on sound customs and traditions.

1) The presiding officer should always be punctual for the commencement of meals. If delayed, he/she should inform the next senior member whether or not to proceed with the meal.

2) Members should be prompt in order that all the mess may be seated when the presiding officer takes his/her seat. The old custom of arriving three to five minutes ahead of mealtime is strongly recommended. If late, make immediate apologies to the senior member, and if required to leave before the termination of the meal, ask the presiding officer, as well as those seated near you, to be excused. Never under ordinary circumstances do you leave the table early.

3) Refrain from a discussion of ladies and religion in the mess, and show restraint in discussions of politics. This taboo, once included discussing the Civil War and lasted for many years before it was decided that we could discuss the lessons learned and conduct a gentlemanly conversation. A friendly, cheerful atmosphere should prevail throughout the mess. A good rule that has official sanction is: "Ship talk anytime, ship talk only after coffee."

4) Good usage and custom have never sanctioned smoking throughout a meal. At a formal meal, and this is strictly complied with abroad, never "light up" until your host or seniors have. If they fail to "light up," then you must determine that the smoking lamp is not lighted. All this has to do with manners. The president should privately counsel those whose deportment brings



Commander James Norton

down the tone of the mess.

5) Well-regulated messes have a written policy regarding guests aboard ship for dinner. Every guest that enters the mess should be treated as the guest of the entire mess, and it is the duty and privilege of each member to carry out his/her social obligation as co-host to the best of their ability. Introduce all members present to your guests. Each member should come forward to meet all guests.

6) The criterion of a mess is that it shall be one in which officers are proud to bring a distinguished guest at any time, and know that they will be tendered the same dignified hospitality that they would expect to receive in a gentlemen's club or at a dinner given by gentlemen. This type of mess is not obtained except by the sincere cooperation of all members.

7) It is the duty of the Commanding Officer to ensure that the wardroom mess which he commands, generally exercising his command through the president of the mess, maintains high standards in tone and behavior and reflects credit on the naval service both at home and when abroad.

It is felt that the hour of dinner, in civilized society, is the most important hour of the twenty-four, and thus should be given the honor and respect it so well deserves.

## *From the Desk of the Command Master Chief...* On the History of the Hospital Corps

**B**efore I continue on about Hospital Corps history, I'd like to put in a plug for our upcoming celebration. You will be seeing and hearing about lots of activities over the next month. Fund raisers, races, a golf tournament, a cake cutting ceremony and the Hospital Corps Ball. I want to encourage EVERYONE to attend. This should be a great time. Yes, it is a part of our tradition and we need to recognize and honor that, but it will also be a really fun time of fellowship and relaxation. Make this a part of your summer plans!

### About our history

After World War II a massive reorganization of the Armed Forces occurred. The Medical Service Corps was established, the Dental Technician rating was established, and legislation was passed to allow women to enlist in the regular Navy. April 2, 1948, the name and insignia of the Hospital Corps was changed to the current titles and rating insignia.

When the Korean conflict started in the summer of 1950, corpsmen again served in combat with the Marines. Within the first year, Hospital Corpsmen had participated in the dramatic landing at Inchon and the frigid retreat from the Chosin Reservoir. To meet the needs of this conflict, the Hospital Corps expanded to a strength of over 30,000 and Field Medical Service Schools were established at Camp Pendleton and Camp

Lejeune. Although only one Marine division was involved in this war, the Hospital Corps lost 108 killed in action and they earned 5 Medals of Honor, 23 Navy Crosses, 113 Silver Stars and 281 Bronze Stars. Over 30,000 combat casualties were treated between 1950 and 1955. Perhaps the ultimate tribute was paid to the Hospital Corps by one of the Marine Corps own legends, Lieutenant General Lewis B. "Chesty" Puller when he said "You guys are the Marine's doctors; There's no better in the business than a Navy Corpsman....".

With the escalation of the Vietnam conflict between 1963 and 1975, corpsmen were called to serve in Southeast Asia. Hospital Corpsmen truly felt the brunt of the Vietnam War. 628 were killed in action and another 3,353 were wounded in action. The Hospital Corps received 4 Medals of Honor, 29 Navy Crosses, 127 Silver Stars, 290 Bronze Stars and 4,563 Purple Hearts. All of this while treating 70,292 combat casualties. Corpsmen saw action in every way imaginable: at hospitals or Hospital Ships; field medical units; river patrol craft; ships serving off the coast; Marine infantry, artillery and air units; and special forces units. The stories of bravery and heroism are too numerous to list.

Since the end of Vietnam, Hospital Corpsmen have continued to serve in the field with the Marines throughout the world. Sometimes in combat, sometimes in a hu-



*HMCN (SW) Robert Bettis*

manitarian role. These have included a "peacekeeping" mission in Beirut, assistance during the San Francisco earthquake, Persian Gulf War, Somalia, Panama and Haiti.

As we enter a second century of service, Hospital Corpsmen are serving around the globe providing routine health care, training for combat, and going wherever called upon to aid Sailors and Marines. Be proud of this great heritage. Look at our past with pride and forge our future with the same determination and commitment.

## A New Medal...



*MS3 Monica Hilgeman hard at work with her newly earned Good Conduct Medal.*

## Letters...

### Great Staff Dear Captain Kayler,

I would like to commend you on the staff that you have, especially the following, which cared for me during my surgery and follow-up care on the Multi-service Ward. LT Mary Meierhenry, LCDR John Cowan in Pre-Op, the OR nurse which I must say I did not get her name, all the way through to the staff on the ward to include the following: The housekeeping staff, Ed Hadley, the kitchen staff were very helpful when needed. LT Luciano Valero, ENS David Loshbaugh, Mrs. Susan Tye. And the

following Hospital Corpsmen, HA Elijah Litchfield, HR Michael Encoy, HA Rowena Pobre, Miss Tia Hall were very friendly on the nights I was unable to sleep and was walking the hall at all hours.

Dr. Meierhenry, introduced me to LT Michele Kruse and she was so very helpful during a time when I was experiencing some severe headaches. I am sold on this Healing Touch program, and will be telling all of my family and friends about it.

Please pass on my family's and my personal thanks to all that were so kind and helpful to us all.

**Thanks,  
Donna Miller**

## Chaplain's Corner...

# The Greatest Wonder of The World

By Lieutenant Daniel Dudley  
Naval Hospital Chaplain

**M**any of you have heard about the Seven Wonders of the World. It is somewhat of a top seven list of natural and unnatural wonders.

The list began in ancient times when the Greeks and Romans compiled lists of memorable things affluent travelers could see. The first list was called The Seven Ancient Wonders of the World and included; the Pyramids in Egypt; the Hanging Gardens in Babylon; the Temple of Artemis at Ephesus; the Statue of Zeus at Olympia, Greece; the Mausoleum at Halicarnassus in present day Turkey; the Colossus of Rhodes; and the Lighthouse of Alexandria in Egypt. Since the time of the original listing of the Seven Ancient Wonders, two additional lists have been created, the Seven Natural Wonders and the Seven Modern Wonders. The Seven Modern Wonders include Mammoth Cave,

the Grand Canyon, and the Grand Tetons.

So what is the greatest wonder of the world? For those of us of the Christian faith we would say that unequivocally the greatest wonder of all the world would be the resurrection of Jesus Christ from the grave. This wonderful and miraculous event is the hallmark of our Christian faith and is the reason for celebration during the Easter holiday season. The greatest wonder of the world is this; that Jesus died and on the third day he eluded the grave and for those who believe will receive the benefits of his first fruits. Hope ends at the grave if this wonder did not take place. As A. B. Simpson put it "Easter is the New Year's Day of the soul."

One cannot deny the many man-made and God-made wonders here on earth, however, these wonders will all crumble and remain here on earth. They are temporary. But the resurrection is the power of eternity. This, in my book, the bible, makes the Easter event the Greatest Wonder of the World.

Please don't let this Easter Season slip



**Lieutenant Daniel Dudley**

by without experiencing the "Greatest Wonder" in all the earth. If you have already experienced it in the past, don't take for granted this life giving event. This is truly a tour you can't live without. If you need a tour guild, find someone who has been there and is experienced. Let the Bible be your road map. Then sit back and enjoy your tour.

May you find hope in The "Greatest Wonder in the world!"

## Hail and Farewell...

**Editor's Note:** This list includes all those departing and reporting during the months of March, April, May and June 1998.

This is necessary because during my TAD I was not able to keep track of the comings and goings of the staff. If I have missed someone, I apologize.

### Welcome Aboard

LTJG M. Baker	YN2 C. Summerhill
LCDR K. Rushford	HMC R. Anderson
CDR P. Murphy	HN D. Davenport
LT D. Miller	HM J. Minter
LCDR R. Plewinski	HM1 J. Macias
LT S. Plewinski	HM2 T. Bilruck
LT. S. Connors	HN V. Queano
ENS J. Hayworth	HMCS B. Maners
LCDR K. Gift	HM3 S. Sears
LT J. Thorley	HMC R. Caburian
LT K. Warner	HM3 P. Barnett
ENS T. Devitt	MS1 J. Langston
LCDR J. Joseph	MS3 M. Rossi
CDR. D. Gabrielson	HR A. Aguilar
CDR J. Zacovic	MSSN M. Delacruz
ENS C. Gay	MS3 D. Burgess

ENS J. Andrade  
CWO3 J. Hughes  
CDR P. Murphy  
CWO3 M. Kaiser  
LT L. Shinn  
LT J. Elsner  
LT D. Holdridge  
HM2 A. Pena

HA T. Delanie  
HN J. Gardiner  
HM3 K. Cook  
HM2 W. Martin  
HM3 P. Barnett  
HN M. Cox  
HM1 D. Verhaulst  
HM2 B. Posey  
HM3 C. Durham

HM1 R. Larsen  
HM2 B. Leaf  
HMC E. Fale  
MS1 M. Rago  
MS1 G. Hudson

HM3 K. Niemeyer  
MS3 J. Aquino  
HN J. Lowery  
HM2 J. Crapes

### New Family Member

HM2 Jay and Diane Crapes are proud to announce the birth of their daughter Victoria Anne Crapes who was born April 7, 1998 at 11:52 a.m. At birth Victoria weighed 6 pounds, 12 ounces and measured 19.5 inches in length.

Congratulations.

## Bye Bye...



**MS1 L. Robinson receives his hard earned Desert Rat Certificate from Captain R.S. Kayler**

### Farewell

LTJG T. King	HN T. Nesslage
LCDR M. Clark	MS1 L. Robinson
LCDR S. Bruch	HN J. Croft
LCDR K. Childers	HM3 D. Salyers
LCDR V. Stewart	HN B. Fountain
CDR M. Miller	YN3 A. Smotherman
CAPT U. Limjoco	HMC D. Olsen
CDR D. Pellini	HM3 J. Kirkpatrick
ENS B. Carroll	MSSN D. Furbay
LCDR J. Sutton	HR G. Snider
LCDR M. Clark	HM2 V. Joshlin
LT M. Richey	HM1 S. Miller
LCDR C. Mouwdy	HN A. Garabedian
LTJG T. Weinatzl	HN M. Watkins
HMCS T. Gogo	HN R. Claxton

# Hospital Staff Comes to the Rescue During Disaster

*Story and Photos  
By Christina Hunt  
Staff Writer*

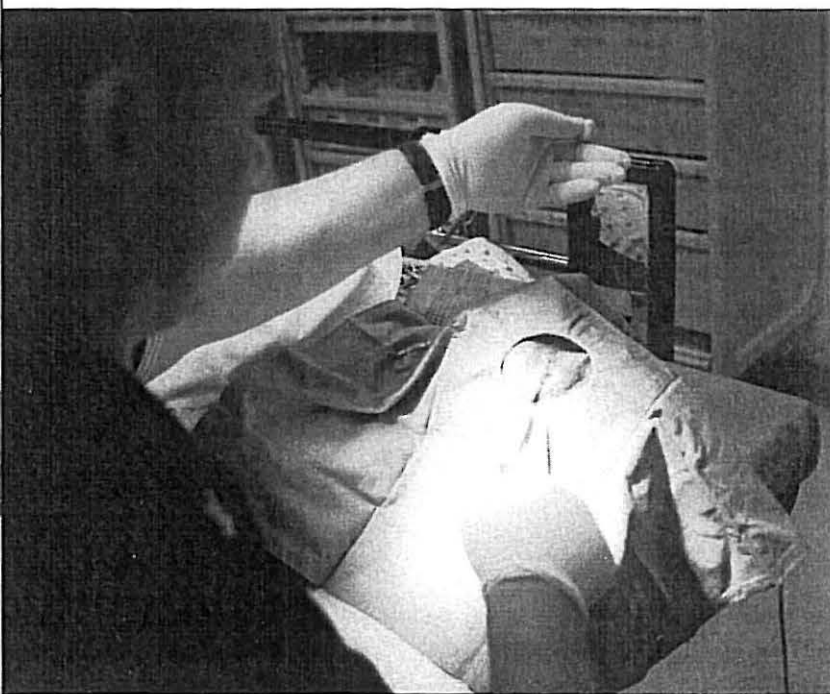
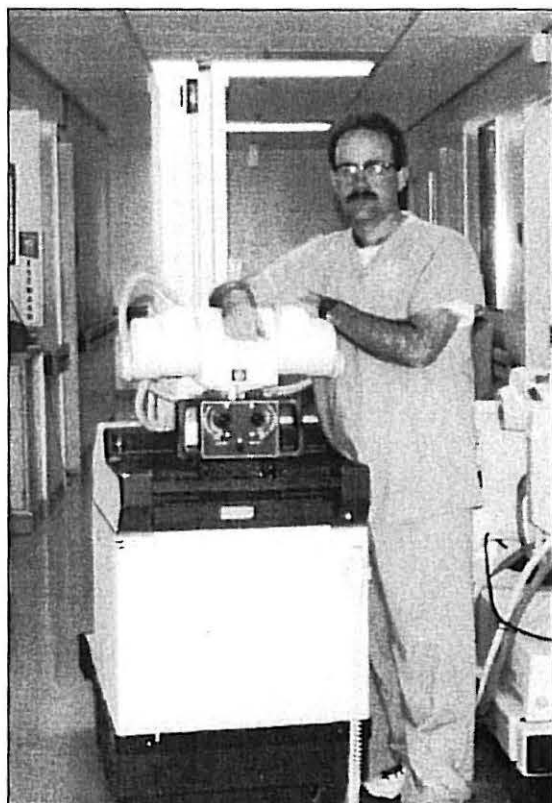
On the afternoon of Friday, April 24, a call came into Naval Hospital Twentynine Palms notifying the command of a disaster in the field.

Camp Pendleton's 2/11 Fox platoon was at the Marine Corps Air Ground Combat Center for a Combined Arms Exercise when their five-ton truck, carrying 12 people, rolled over injuring the passengers. The truck was traveling on a canyon dirt road known as Miner's Pass when the driver lost control and the truck overturned.

When the call came in the hospital was well prepared even though it was Friday afternoon when most of the staff members were preparing to head for home, and some had already left for the weekend. The appropriate recalls were made and Commander Peggy Sleichter took charge and directed hospital personnel. When the helicopters and ambulances arrived everything was prepared with no chaos. Staff members from around the hospital knew what their jobs were; the patients were triaged and moved to the proper location predetermined by previous disaster preparedness drills.

The injuries ranged from broken ribs, to dislocated shoulders, to chemical burns, to severe bruising of the face, chest, shoulders, and arms. There were also lacerations and suspected internal injuries. Amidst the mass care for the victims provided by the staff, HM3 Michael Gomez of the Emergency Medicine Department, sutured up a facial laceration and Commander Mark Handy monitored a cranial/facial edema.

- All staff came through for these injured Marines and Sailors.





*Here's To Your Health...*

# Snacking — Why Not?

*By Elaine T. Grossman, M.S., R.D.  
Naval Hospital Dietitian*

**F**oods consumed between meals are generally termed "snacks." This immediately conjures up pictures of potato chips, candy bars, ice cream, and a host of other high fat, non-nutritive foods.

If we say you should eat healthy snacks, then we think of celery sticks and carrot curls.

The truth is that there is a whole world of great foods for snacks between celery sticks and potato chips.

---

*The truth is that there is a whole world of great foods for snacks between celery sticks and potato chips.*

---

But, before even discussing great snacks, I think it best to mention that some people do not eat, or even believe in, snacks. I see many people trying to follow a healthy food plan fall off of the wagon and eat it all by 4:30 p.m. And, actually, this is appropriate for what just happened. For most people, their lunch is consumed at approximately the noon hour, and then, in approximately three hours they will be hungry from the average lunch. What to do?

Well if a snack is not consumed at this time, it will be over-consumed later. Between about 3 and 4:30 p.m. the appetite continues to grow. At that time either over-consumption of a previously healthy snack take place and ruins the quality by consuming too much quantity, or, the person will wait until dinnertime and then eat everything on their plate and also off the plate of the person sitting nearest to them.

For many people, and indeed those with children, T-Ball and other commitments keep them from getting to our evening meal until 7 p.m. or later. Therefore, if we do not have an afternoon snack, healthy food consumption is gone. Then, after eating it all, we manage to get ourselves over to the TV

area and zone out — actually some of us have even been known to fall asleep with our fingers on the remote control. When you watch TV for one-half hour, your metabolism turns down about 14 percent (almost the same as when you are sleeping) and before you know it, this simple routine can easily cause 10 pounds to be gained without even trying. Hopefully, an afternoon snack can help prevent some over-eating in the evening.

So now that we are convinced that we really should snack, what's to eat? In addition to snacks being nutritious, they should also fill your moods and cravings, and so that is just how I have listed them for you.

## *Bored*

Popcorn  
Pickles  
Carrots and raisins  
Bread sticks  
Green or Red Peppers  
Pretzels and Fat Free Carmel Dip  
Rice Cakes with Peanut Butter

## *Thirsty*

Water  
V-8 Juice  
Oranges  
Carbonated water with your favorite juice  
Watermelon  
Popsicle  
Peaches, Grapes or your favorite fruit

## *Lonely*

Low-Fat Ice Cream  
Non-Fat Yogurt (flavored)  
Banana or Mango  
Chicken Noodle Soup  
Low-Fat Cottage Cheese with Fruit  
Non-Fat Milk and Graham Crackers

## *Really Hungry*

Low-Fat Cheese Cubes with Fruit  
Yogurt and your favorite Fruit  
Cereal and Milk  
Peanut Butter on Apple Slices  
Banana and Glass of Low-Fat Milk  
Cup of Hot Soup with Veggies and Crackers

## *BIRTHDAY...*

*Continued from page 1*

HM2 Moore — China Lake Chair  
HM3 Salinas  
HM3 R. Zupinski  
HM3 M. Zupinski  
HMC Mass  
HMC Jackson  
HM3 Erickson  
HMC Bettis  
HM2 Kite  
HM1 Dabu  
HM2 Williams -- Slideshow coordinator  
HMC Anderson -- Door Prizes  
HMC Duncan -- Entertainment  
HM2 Swank -- Ridgerun  
HM2 Hayes -- Ridgerun  
HM2 Vanier  
HM2 Johansen  
HM2 Fryer  
HM3 G. Peterson  
HMC Pearce  
HM3 Carter  
HM3 Edmunds  
HM3 Basher  
HM3 Isaak  
HM3 R. Love  
HM3 K. Erickson  
HM3 T. Wilson

There are many, many others who helped by purchasing coffee and the Executive Officer's baked goods, getting their car washed, eating pizza, guzzling root beer or cola floats and munching on lumpia.

Thanks to all for making this celebration one to remember.

---

## *TRICARE...*

*Continued from page 2*

cial implications, maintaining high quality medical care and methods to improve our customer service, and building a lasting relationship with our customers. "We will continue to offer these briefings until we have reached everyone within the facility," states Eric.

Additionally, OLA indicated that patients who have selected the Uniformed Service Treatment Facilities as their PCM report very high satisfaction with the care they receive. They also reported that the patients express an over all satisfaction with the Health Maintenance Organization benchmark model established by TRICARE.

Naval Hospital Twentynine Palms will continue to lead the way in access to care, quality of care delivered and outstanding customer service.

# Patients Can Help Hospital Maintain Access to Care

By Dan Barber, Public Affairs Officer  
Naval Hospital Twentynine Palms

**W**e need everyone's help to maintain our health care access standards. Have you missed a medical appointment at the hospital without prior notification? If you did, you may have denied someone ready access to medical care.

If you are a TRICARE Prime member, you should not have any problems in obtaining appointments at this facility. The hospital schedules the majority of medical appointments for a duration of 15 to 20 minutes. However, when patients miss appointments without prior notification it may deny someone else an early appointment.

To improve efficiency and access to care, it is essential that you appear for appointments no later than your stated appointment

time. You may arrive earlier if you wish, but if you arrive late, you will be required to reschedule the appointment for a later date or time.

If unable to keep an appointment at the hospital, call Central Appointments at 830-2286 at least one hour prior to your scheduled appointment so someone else who needs it can be scheduled into the slot.

The access standards set for TRICARE Prime members are as follows:

**Acute Care** — You will be seen within 24 hours.

**Follow-up Care** — You will receive an appointment within one week.

**Health Maintenance or Specialty Care** — You will receive an appointment within 30 days after obtaining a referral from your provider. Health Maintenance appointments are listed as PAPs, Well Baby Checks, Rou-

tine OB, follow-up on Chronic medical problems, Physical Exams and Overseas Screening. If you require specialty care and a specialist is not available at this facility, arrangements will be made to set up an appointment for you with another military treatment facility in Southern California or at a local participating physician.

The hospital's Emergency Medical Department is open 24-hours a day, seven days a week for bonifide medical emergencies.

If you face any problems in gaining access to care at this facility, you should contact the Patient Affairs Coordinator in the clinic you are having problems in. If you continue to have problems, you can contact the Patient Affairs Coordinator in the Patient Administration Department, which is located just inside the main entrance to the hospital. The phone number there is 830-2472.

## Desert Rat Certificates...



*ENS Betsy Carrol receives a Desert Rat.*



*HM3 Nay receives a Desert Rat.*



*CDR Steven Bruch receives a Desert Rat.*



*LT Martha Henshaw receives a Desert Rat.*



*CAPT Uriel Limjoco receives a Desert Rat.*



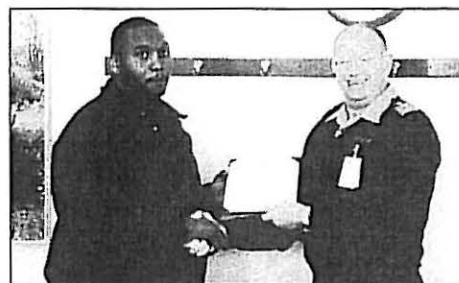
*HM3 Dawn Foster receives a Desert Rat.*



*MS3 Jesus Aquino receives a Desert Rat.*



*MS1 Michael Rago receives a Desert Rat.*



*MS3 Duremius Davis receives a Desert Rat.*

# Hard Chargers...



*HMC Duane Olson of the Management Information Department is piped ashore during his recent retirement ceremony.*



*Sylvia Conley receives her retirement certificate from Captain R.S. Kayler.*



*LTJG Antra Varani proudly displays her new shoulder boards at her recent promotion ceremony.*



*HM2 Bruce Leaf of the Physical Therapy Department receives the Navy Marine Corps Achievement Medal from Captain R.S. Kayler, Commanding Officer, Naval Hospital Twentynine Palms.*



*HN Janice Lowry receives a Letter of Commendation from Captain R.S. Kayler, Commanding Officer, Naval Hospital Twentynine Palms.*



*HN Maureen Langdon proves that she has earned her recently awarded Good Conduct Medal.*

## Red Cross Volunteers Honored...



*Deanne Dennis receives an appreciation certificate from Captain R. S. Kayler*



*Nancy White receives an appreciation certificate from Captain R. S. Kayler*



*Ian Stewart receives an appreciation certificate from Captain R. S. Kayler*



*Dawn Noble receives an appreciation certificate from Captain R. S. Kayler*



*Suzanne Cipra receives an appreciation certificate from Captain R. S. Kayler*

# Heart to Heart provides caring support

In recognition of the needs of our community, Naval Hospital, Twentynine Palms established "Heart to Heart" in 1997. It is a support program for families who have experienced the loss of a loved one. The primary objective is to bring into existence a caring community of individuals who help each other find effective methods of dealing with their loss.

---

Relatives and friends are  
welcome to attend monthly  
support meetings

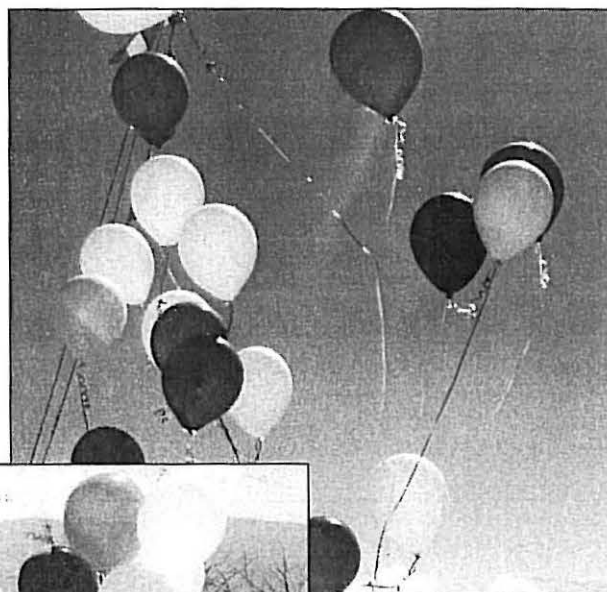
---

Relatives and friends are welcome to attend monthly support meetings. The group meets on the second Tuesday of every month at 6 p.m. in the Maternal Infant Ward Dayroom at the Naval Hospital. If you choose to attend you may do so at any time. Additionally, individual support is available for those who may not feel comfortable attending the support group at this time. All services are free and provided by volunteers.

Recently the hospital "Heart to Heart" team conducted a "Ballon Release" in honor and memory of loved ones who have died. They also provided an information booth for those who have experienced the loss of a loved one, or who were interested in ways to support bereaved individuals and families. Those who participated attached a special message to the balloons for their loved ones.

For any additional information concern-

ing "Heart to Heart" please contact Sandra Yockey, RN, Naval Hospital Twentynine Palms Bereavement Coordinator, via the Maternal Infant Nursing Department at 830-2258 or 830-2259.



COMMANDING OFFICER  
NAVAL HOSPITAL PUBLIC AFFAIRS OFFICE  
MARINE CORPS AIR GROUND COMBAT CENTER  
BOX 788250  
TWENTYNINE PALMS CA 92278-8250

BULK RATE  
POSTAGE & FEES PAID  
29 PALMS CA  
PERMIT NO. 8